

Utah County Employee of the Month - November 2011

Bryce Armstrong - Assistant Director Community Development Department

Bryce came to the Community Development Department by way of Twin Falls, Idaho, the BYU Geography Department, and Provo City Planning. He started in the Community Development Department as a Planner I in November of 1999, working his way to a Planner II and is currently the Assistant Director of Community Development. Bryce's 11 plus years of service in the planning division of the Community Development Department is very unique. Most County planners start their career with the department, and after a year or two of experience move to another jurisdiction (the money always seems greener). Bryce has been persistent in his goals with the department, and the County has been rewarded. Bryce is professional in his job and knows the associated ordinances, codes, and state mandated laws which govern the department.

Customer service is a big part of working in Community Development and Bryce is exemplarily in this role. Property owners come to our office with requests to "do something with their land". Some requests are simple and Bryce handles them with speed and efficiency; other requests can be more complicated and he will take the necessary time to work through all of the state and county requirements with accuracy and determination.

Bryce worked several years with property owners who desired to subdivide their land. His work ethic was a constant force that made sure all the information and documents required in the subdivision application were complete and accurate. The results of his hard work made the approval process much easier for the Utah County Planning Commission, the Utah County Commission, and the applicant. Bryce is now staffing the Utah County Board of Adjustment, and is utilizing these same skills. Controversy is not unknown when it comes to the Board of Adjustment; with "variance" applications to give relief to the minimum standards of the land use ordinance, and "conditional use" permit applications for rock crushers, asphalt and concrete batch plants, explosive plants and residential treatment centers. Bryce treats each Board of Adjustment applicant, and individuals or groups in opposition, with fairness and respect.

An example of Bryce's exemplarily customer service skills and one of the reasons why he should be employee of the month comes from an county property owner:

"I am a Utah County resident and have lived in Lakeshore for about 9 years. I am a real estate broker and land developer in the Utah County area. I have had the opportunity to work with Bryce Armstrong on a regular basis for many years. As a taxpayer in Utah County I am very grateful to have Bryce working for us as he is well educated, experienced, and very capable. He has held positions that have required him to handle situations that sometimes are very difficult. I have received information from him that is timely delivered and has been researched carefully with accuracy and precision. Bryce has given me information many times that was contrary to my desired outcome, but presented it in a concise and understandable way. Bryce has been firm in making sure that the County's ordinances were upheld. I have enjoyed working with Bryce and I appreciate the knowledge I have gained from him. I have great respect for him and I hope he remains with Utah County for a long time".

Bryce enjoys outdoor activities and is a fan of the BYU Cougars, Atlanta Braves, and Denver Broncos and has been known to attend a game or two. Bryce likes to hike, snowmobile, and relax at Bear Lake with a raspberry shake, his wife, Kristin, and their three children.

Bryce is a great person to work with and to just "hang out" with. He demonstrates leadership and a strong work ethic in the office and enjoys the opportunity to work with the employees of other county departments. The Community Development Department feels that Bryce Armstrong is deserving of this honor and nominates him for the Utah County Employee of the Month.

Submitted by Jeff Mendenhall, Peggy Kelsey and the entire Community Development Staff.